



THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

**DEPARTMENT OF
TELECOMMUNICATIONS & ENERGY**

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January 28, 2004

Sprint
P.O. Box 569290
Executive Consumer Services
Dallas, TX 75356-9290

Re: Notice of Hearing for Slamming Complaint
Telephone Number: 781-874-0873
Docket Number: 04-SL-2

Dear Sprint,

Jonah Kraut has notified the Department of Telecommunications and Energy ("Department") that his service provider was changed without authorization and has requested a formal hearing.

A letter was mailed to Sprint on December 30, 2003, which served as formal notification that a complaint was filed with the Department and that each carrier was, by law, expected to address the matter within fifteen (15) business days of the complaint. The fifteen days has lapsed and under M.G.L. c. 93 §§ 110 (f)(i) and (j), the Department is required to hold a hearing to determine whether the consumer's original telecommunications provider was switched without proper authorization.

As the Department has not heard from you on this matter, a hearing is scheduled for **Wednesday, February 18, 2004 at 10:00 A.M.** and is to be held in the Department's offices at One South Station in Boston. The Department will consider all information and evidence provided by each company and the consumer to reach a decision.

If you have any questions regarding this case, please contact Andrea Saia, Esq. at 617-305-3612 or Kevin Penders, Esq. at 617-305-3624.

Sincerely,

Mary L. Cottrell, Department Secretary